

FAISAL AZIZ



Phone: +971 54 770 6835 | Email: fayask024@gmail.com

Professional Summary

Seasoned Sales Officer with a strong background in Sales Strategy, Customer Engagement, and Business Development. Proven expertise in client relationship management, innovative sales approaches, and HR functions including team hiring, training, and conflict resolution. Over 15 years of experience in Consumer Banking, enriched with comprehensive knowledge of banking operations and ethics. Adept at driving organizational success through strategic initiatives and effective cross-functional collaboration.

Professional Experience

Sales Executive – Innovation Driven Manpower Management

Feb 2025 – Present

- Leading sales initiatives and customer acquisition campaigns.
- Managing client portfolios and fostering strong business relationships.

Sales Executive – Ztech Manpower Management

Jan 2024 – Jan 2025

- Delivered sales targets and supported business growth.
- Trained new recruits in sales and customer interaction strategies.

Business Support Manager & Coordinator (AMG) – Askari Bank Limited

Oct 2020 – Jun 2023

- Supported Area Manager in target achievement and daily operations.
- Managed HR processes including onboarding and exit formalities.
- Handled Area Office administrative functions and branch coordination.

In-charge General Banking (SBS) – Askari Bank Limited

Jan 2018 – Oct 2020

- Supervised daily branch transactions, ATM card and cheque book processing.
- Managed account opening and customer service

Area Support Officer (OG-I) – Askari Bank Limited

Jan 2013 – Dec 2017

- Processed staff finance applications and reporting for higher management.
- Maintained staff records and handled performance reporting.

General Banking Officer (OG-II) – Askari Bank Limited

Jan 2009 – Dec 2012

- Managed foreign currency transactions and treasury balancing.
- Handled SBP reporting and supervised daily cash transactions.

Cash Officer (OG-III) – Askari Bank Limited

Mar 2003 – Dec 2008

- Conducted daily cash operations and Western Union transactions.
- Prepared cash balancing reports and ensured accuracy in reporting.

Education

MBA – Sarhad University of Science & Technology, Peshawar, 2007

Bachelor of Arts (B.A) – University of Peshawar, 2005

Intermediate – Intermediate Board Peshawar, 1996

Matriculation – BISE Peshawar, 1993

Technical Qualification

Diploma in Information Technology (DIT) – KPK Board of Technical Education, 2001

Trainings & Workshops

- Workshop on Liability Products
- Suspicious Transaction & Cash Transaction Reporting
- Know Your Customer & Money Laundering
- Counterfeit Note Detection & SBP Clean Note Policies
- 21-day General Banking Course
- Anti-Money Laundering / Combating Financing Terrorism
- Green Banking
- Cyber Security Awareness

Certifications & Courses

- Anti-Money Laundering (AML)
- Selling and Persuasion
- Banking and its Products
- Credit Cards Overview
- Personal Loan Essentials
- Auto Loan & Key Terminologies
- Know Your Customer (KYC)

Skills

- Sales Strategy & Techniques
- Customer Relationship Building
- HR Management & Training
- Branch Operations & Controls
- Consumer Banking & Ethics
- MS Office Proficiency
- Conflict Resolution
- Team Leadership
- Vigilant & Detail-Oriented